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Performance report on the budget of the support account for peacekeeping operations for the period from 1 July 2008 to 30 June 2009

Report of the Secretary-General

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Summary

The present report contains the performance report on the budget of the support account for peacekeeping operations for the period from 1 July 2008 to 30 June 2009.

Performance of financial resources

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Category	*Apportionment*[a]	*Expenditure*	*Variance*	
			Amount	*Percentage*
Post requirements	174 928.7	169 633.6	5 295.1	3.0
Non-post requirements	107 473.2	102 330.0	5 143.2	4.8
Gross requirements	**282 401.9**	**271 963.6**	**10 438.3**	**3.7**
Staff assessment income	26 221.2	25 906.3	314.9	1.2
Net requirements	**256 180.7**	**246 057.3**	**10 123.4**	**4.0**

[a] Represents $273,922,800 authorized by the General Assembly in its resolution 62/250 and commitments of $8,479,100 authorized by the Assembly in its resolution 63/262.

Human resources incumbency performance

Category	*Authorized staff*	*Actual incumbency (average)*	*Vacancy rate (percentage)*[a]
Professional and above	817	691	15.4
General Service and related	403	360	10.7

[a] Based on monthly incumbency and planned strength.

The actions to be taken by the General Assembly are set out in section III of the present report.

Abbreviations

AMISOM	African Union Mission in Somalia
BINUB	United Nations Integrated Office in Burundi
BONUCA	United Nations Peacebuilding Support Office in the Central African Republic
EUFOR	European Union military force
ICT	Information and communications technology
IPSAS	International Public Sector Accounting Standards
LAN	local-area network
MINURCAT	United Nations Mission in the Central African Republic and Chad
MINURSO	United Nations Mission for the Referendum in Western Sahara
MINUSTAH	United Nations Stabilization Mission in Haiti
MONUC	United Nations Organization Mission in the Democratic Republic of the Congo
OIOS	Office of Internal Oversight Services
ONUB	United Nations Operation in Burundi
UNAMA	United Nations Assistance Mission in Afghanistan
UNAMID	African Union-United Nations Hybrid Operation in Darfur
UNDOF	United Nations Disengagement Observer Force
UNDP	United Nations Development Programme
UNFICYP	United Nations Peacekeeping Force in Cyprus
UNIFIL	United Nations Interim Force in Lebanon
UNIOSIL	United Nations Integrated Office in Sierra Leone
UNIPSIL	United Nations Integrated Peacebuilding Office in Sierra Leone
UNLB	United Nations Logistics Base at Brindisi, Italy
UNMEE	United Nations Mission in Ethiopia and Eritrea
UNMIK	United Nations Interim Administration Mission in Kosovo
UNMIL	United Nations Mission in Liberia
UNMIS	United Nations Mission in the Sudan
UNMIT	United Nations Integrated Mission in Timor-Leste
UNOCI	United Nations Operation in Côte d'Ivoire
UNOGBIS	United Nations Peacebuilding Support Office in Guinea-Bissau
UNOMIG	United Nations Observer Mission in Georgia
UNOPS	United Nations Office for Project Services
UNPOS	United Nations Political Office for Somalia
UNRCCA	United Nations Regional Centre for Preventive Diplomacy for Central Asia

I. Introduction

1. The General Assembly, by its resolution 62/250, approved post and non-post resources for the support account requirements for the 2008/09 period. Subsequently, in its resolution 63/262, the Assembly approved the establishment of the Office of Information and Communications Technology, with effect from 1 January 2009, as an independent organizational unit to provide strong, central leadership for the establishment and implementation of Organization-wide ICT standards. By the same resolution, the Assembly approved the transfer of a number of posts from other organizational units in the support account to the newly established Office, and provided additional non-post resources under the support account.

2. In its resolution 62/250 on the support account for peacekeeping operations, the General Assembly reiterated the request contained in its resolutions 60/268 and 61/279 and urged the Secretary-General to submit the comprehensive report on the evolution of the support account at the second part of its resumed sixty-third session within the context of his budget proposal for the support account.

3. In response to that request, the Secretariat commissioned external management consultants to conduct a study on the evolution of the support account. The main findings of the study were included in the budget for the support account for peacekeeping operations for the period 2009/10 (A/63/767 and Corr.1).

4. The study sought to identify the key drivers of the historical growth in the support account budget, looking at five potential drivers, as follows: the increase in the scale of peacekeeping missions; the increasing complexity of environments in which missions are being deployed; a general broadening of mission mandates; an increase in the number and quality of services provided by the support account; as well as to identify opportunities for enhancing efficiencies in the management of support account activities. The study concluded that the evolution of the support account could be largely explained by the growth in the scale of peacekeeping activities and the increasing political instability of the environments in which missions are operating (as measured by a World Bank worldwide governance indicator (political stability and absence of violence), which measures the perceptions of the likelihood that the Government will be destabilized or overthrown by unconstitutional or violent means, including domestic violence and terrorism), and that the remaining three drivers appear to be implicitly captured by the two drivers.

5. As requested by the General Assembly in its resolution 61/279 and reaffirmed in its resolution 62/250, a comprehensive report on the impact of the restructuring of the Department of Peacekeeping Operations and the Department of Field Support on the implementation of mission mandates and on the efficiency and effectiveness of programme delivery was also presented to the Assembly for its consideration during the second part of its resumed sixty-third session (A/63/702 and Corr.1).

6. By its resolutions 1843 (2008) and 1856 (2008), the Security Council authorized the expansion of the military and police strength of MONUC. By its resolution 1861 (2009), the Council authorized the transfer of authority to MINURCAT from EUFOR in Chad and the Central African Republic. By its resolution 1863 (2009), the Council expressed its intent to establish a United Nations peacekeeping operation in Somalia. These factors presented a considerable

challenge to the ability of Headquarters to provide effective and efficient substantive, administrative and logistical support to peacekeeping operations during the 2008/09 period.

7. By its resolutions 1843 (2008) and 1856 (2008), the Security Council authorized the temporary increase, until 31 December 2009, of the military and formed police strength of MONUC by up to 3,175 personnel, for a total of up to 19,815 military personnel, 760 military observers, 391 police personnel and 1,050 personnel of formed police units. Subsequently, in its resolution 1861 (2009), the Council authorized the deployment of a military component of MINURCAT comprising 5,200 military personnel to follow up EUFOR in both the Central African Republic and Chad, and decided that the transfer of authority between EUFOR and the military component of MINURCAT would take place on 15 March 2009. That transfer took place within a context of extremely exacting logistical challenges.

8. Furthermore, by its resolutions 1863 (2009) and 1872 (2009), the Security Council expressed its intent to establish a United Nations peacekeeping operation in Somalia as a follow-on force to AMISOM. By the same resolution, the Council requested the Secretary-General to provide a United Nations logistical support package to AMISOM.

9. During the reporting period, the Department of Peacekeeping Operations continued to direct and manage 14 peacekeeping operations and the support of AMISOM, and 2 special political missions (BINUB and UNAMA). The Department of Field Support provided support to those field operations to UNLB, to the liquidation of UNMEE, and to 14 other United Nations special political missions and offices.

10. In the 2008/09 period, the Secretariat was particularly and extensively engaged in planning, equipping and meeting deployment schedules for significant adjustments to existing peacekeeping operations in MINURCAT, MONUC and UNMIK. Those operations are especially challenging, as they require intensive collaboration with partner organizations. Considerable time, attention and refinement were required to build effective and complementary partnerships in order to successfully meet those challenges.

II. Resource performance

11. In paragraph 49 of its resolution 62/250, the General Assembly approved the support account requirements for the 2008/09 period in the amount of $273,922,800, including 1,122 continuing and 98 new temporary posts and their related post and non-post requirements. Subsequently, in sections II and IV of its resolution 63/262, the Assembly authorized the Secretary-General to enter into additional commitments for non-post resources under the support account for 2008/09 in a total amount of $8,479,100, comprising $7,050,000 for the enterprise resource planning project and $1,429,100 for the new primary data centre on the North Lawn at Headquarters. Accordingly, the total support account authorization for 2008/09 was $282,401,900.

12. Against the amount of $282,401,900 authorized by the General Assembly for the support account for the 2008/09 period, actual expenditures totalled $271,963,600, resulting in an unutilized balance in the amount of $10,438,300. The

average vacancy rate during the reporting period was 15.4 per cent in respect of the posts in the Professional and above category, and 10.7 per cent in the General Service category, attributable primarily to delays in filling the new temporary posts.

13. The unutilized balance of $10,438,300 was attributable to underexpenditure in respect of post and non-post resources, in particular under official travel and other supplies, services and equipment, offset by additional requirements under the general temporary assistance category of expenditure.

14. As indicated in paragraph 12 above, in its resolution 63/262, the General Assembly authorized the Secretary-General to enter into additional commitments for the support account in a total amount not to exceed $8,479,100. Since this amount was not assessed on Member States, the unencumbered cash balance for the support account for peacekeeping operations for the 2008/09 period is $1,959,200, which is the difference between the original approved resources of $273,922,800 and the actual expenditure of $271,963,600.

15. The unspent balance in respect of post resources was attributable to recruitment delays and the resulting higher-than-budgeted vacancy rates in the Department of Peacekeeping Operations (16.2 per cent for the Professional and above category and 4.6 per cent for the General Service category) and in the Department of Management (20.4 per cent for the Professional and above category and 10.4 per cent for the General Service category), as well as to delays in the identification and recruitment of suitable candidates for posts in OIOS, in particular for newly established resident auditor posts in peacekeeping missions.

16. The unspent balance in respect of non-post resources under the other supplies, services and equipment category of expenditure was attributable primarily to the delay in the implementation of the new system of administration of justice, which came into effect on 1 July 2009, as well as to the unencumbered balance for the Procurement Task Force. Pursuant to General Assembly resolution 62/228 on the system of administration of justice, the amount of $3,843,900 had been approved, while actual expenditures were lower owing to the delay in the implementation of the new system. With regard to the Procurement Task Force, in accordance with General Assembly resolution 62/234, resource requirements were estimated at $2,069,800 and were allocated under the other supplies, services and equipment category of expenditure, while the actual expenditures were recorded in the corresponding expenditure categories.

17. The unencumbered balance under non-post resources was also owing to the unspent balance under the official travel category of expenditure, attributable primarily to: (a) the lower number of allegations received from field missions, which resulted in lower travel requirements within OIOS; (b) downward adjustment to the travel programme, since the proposed additional staff was not approved by the General Assembly; and (c) reduced travel requirements for training in the Department of Management owing to the delay in the implementation of the planned IPSAS training activities in field missions, the lower number than planned of procurement training of staff in field operations, limited staffing resources to conduct HIV/AIDS training programmes, and reduced requirements for travel for non-training purposes owing to savings achieved by combining various tasks within one trip.

18. The unencumbered balance under non-post resources was offset in part by increased requirements under the general temporary assistance category of expenditure owing primarily to: (a) the extension of six positions within the system of administration of justice until 30 June 2009 resulting from the delayed implementation of the new system; and (b) the establishment of six positions in the Office of Human Resources Management in connection with the implementation of projects related to the mobility and occupational pilot networks, for which no provisions had been made in the budget.

Table 1
Summary of resource performance by category
(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Category	*Approved apportionment*	*Expenditure*	*Variance*	
			Amount	*Percentage*
I. Post resources	174 928.7	169 633.6	5 295.1	3.0
II. Non-post resources				
General temporary assistance	17 876.6	18 808.4	(931.8)	(5.2)
Consultants	5 721.1	5 819.8	(98.7)	(1.7)
Official travel	13 632.9	12 050.3	1 582.6	11.6
Facilities and infrastructure	24 833.5	24 890.0	(56.5)	(0.2)
Communications	2 946.5	3 082.4	(135.9)	(4.6)
Information technology	27 338.7	27 753.1	(414.5)	(1.5)
Medical	116.1	525.1	(409.0)	(352.3)
Other services, supplies and equipment	15 007.8	9 400.9	5 606.9	37.4
Subtotal, category II	**107 473.2**	**102 330.0**	**5 143.2**	**4.8**
Gross requirements, categories I-II	**282 401.9**	**271 963.6**	**10 438.3**	**3.7**
III. Staff assessment income	26 221.2	25 906.3	314.9	1.2
Net requirements, categories I-III	**256 180.7**	**246 057.3**	**10 123.4**	**4.0**

Table 2
Other income and adjustments
(Thousands of United States dollars)

Category	*Amount*
Interest income	2 383.0
Other/miscellaneous income	1 379.4
Cancellation of prior-period obligations	3 332.4
Prior-period adjustments	—
Total	**7 094.8**

A. Department of Peacekeeping Operations

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Approved	*Expenditure*	*Approved posts*	*Average incumbency*
89 424.8	87 057.8	425	367

1. Results-based-budgeting framework

(a) Office of the Under-Secretary-General

Expected accomplishment 1.1: improved reporting to the Security Council, the General Assembly, other intergovernmental bodies and troop-contributing countries to enable fully informed decisions on issues relating to peacekeeping

Planned indicators of achievement	*Actual indicators of achievement*
1.1 Public image and general knowledge about United Nations peacekeeping is enhanced and improved among targeted audiences and constituencies	243 public briefings to policy experts, researchers, students and other groups, as well as quarterly press briefings conducted Meetings in Brussels with the United Nations Regional Information Centre and communications counterparts of the North Atlantic Treaty Organization to exchange information on ways to re-engage the participation of troop-contributing countries from developed countries and enhance future communication with peacekeeping target audiences The theme of the observance of the International Day of Peacekeepers on 29 May 2009, was "Women in peacekeeping: the power to empower", which aimed to raise awareness and the public profile of the United Nations and peacekeeping and to promote a higher participation of women in field missions. The short film on the theme, which was produced in collaboration with the Department of Public Information, was disseminated via the Internet and had over 5,000 hits on YouTube within the first week. A Facebook page was created for the International Day of Peacekeepers and subscribed over 500 members in the first week. A photo exhibit was on display at Headquarters for two months and part of the official tour provided to daily visitors to the United Nations. Two posters designed for the occasion were distributed to all United Nations information centres, missions and troop-contributing countries. The theme also prompted a global conference to encourage police-contributing countries to increase the number of female officers deployed to peacekeeping missions 50 stories, articles and opinion-editorials on peacekeeping and related issues were featured in media outlets and Department of Public Information news sites

1.2 Troop-contributing countries are kept informed of operational developments in peacekeeping missions	In collaboration with the Department of Public Information, all press releases and relevant updates from the field (i.e., troop deployments, outreach activities) were distributed to permanent missions to the United Nations in New York, as well as to relevant local media outlets and appropriate United Nations information centre offices for further distribution

Expected accomplishment 2.1: rapid deployment and establishment of peacekeeping operations in response to Security Council mandates

Planned indicators of achievement	*Actual indicators of achievement*
2.1 Public information components of United Nations peacekeeping operations are deployed quickly and effectively with necessary resources and staff to carry out the strategic communications objectives	Achieved. In the context of support for AMISOM, the Public Affairs Section provided technical assistance, developed a concept paper for public information-related activities, redrafted and updated the communications strategy, drafted the budget and recruited Public Information Officers

Expected accomplishment 3.1: increased efficiency and effectiveness of peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
3.1 Majority of surveyed staff note an improvement in internal communications activities; staff are more aware of Departmental priorities and positions on key issues; effective channels for staff feedback established	The survey was not conducted owing to the absence of an Internal Communications Officer and the prioritization of responding to an increase in press requests, media relations and representational activities. However, a number of initiatives were undertaken to improve and expand internal communications activities, including: increased use of the Department's Intranet site, on which 15 speeches/messages delivered by the Under-Secretaries-General for Peacekeeping Operations and Field Support were posted; 19 discussion topics were published in the Peacekeeper's Forum; the creation of "What's New in Peacekeeping", which included weekly announcements; and the publication of weekly stories on iSeek
3.2 Peacekeeping operations meet mandated tasks as defined in and mandated by Security Council resolutions	The majority of benchmarks were met, as defined and mandated by Security Council resolutions. Examples include: stabilization of the security situation in the eastern part of the Democratic Republic of the Congo; training, deployment and operation of the Integrated Security Detachment in Chad; provision of support to the national census in the Sudan; achievement of progressive deployment targets in Darfur; facilitation of political support for the elections in Afghanistan; successful transition and downsizing of UNIOSIL to UNIPSIL; redeployment of the Lebanese Armed Forces to southern Lebanon; and maintenance of security following the unilateral declaration by Kosovo of its independence. Where missions faced challenges in mandate implementation, Member States were advised and adjustments were made to operational plans or, in more serious cases, to the actual mandates. The Departments of Peacekeeping Operations and Field Support identified more systemic challenges to mandate implementation for discussion with Member States in the "New horizon" non-paper

(b) Office of Operations

Expected accomplishment 1.1: improved reporting to the Security Council, the General Assembly, other intergovernmental bodies and troop-contributing countries to enable fully informed decisions on issues related to peacekeeping

Planned indicators of achievement	*Actual indicators of achievement*
1.1 Security Council resolutions incorporate recommendations for establishing potential or adjusting existing peacekeeping operations	Achieved. Adoption by the Security Council of 8 recommendations for new, or significant adjustments to existing, peacekeeping operations: MINURCAT (1861 (2009)); MONUC (1843 (2008) and 1856 (2008)); support of AMISOM (1863 (2009) and 1872 (2009)); UNIOSIL (1829 (2008)); UNMIL (1836 (2008)); and UNOMIG (1867 (2009))

Expected accomplishment 2.1: rapid deployment and establishment of peacekeeping operations in response to Security Council mandates

Planned indicators of achievement	*Actual indicators of achievement*
2.1 Security Council substantive and time requirements are fulfilled to establish new or adjust existing peacekeeping operations	Achieved. 7 mission planning processes completed in line with mission priorities: BINUB; MONUC reconfiguration; support of AMISOM; handover of UNIOSIL to UNIPSIL led by the Department of Political Affairs; UNMIK drawdown and reconfiguration; UNMIL drawdown; and UNOMIG closure, mainly after reporting period (15 June 2009)

Expected accomplishment 3.1: increased efficiency and effectiveness of peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
3.1 Peacekeeping missions prepare mandate implementation plans using the revised integrated mission planning process	Achieved. 16 mission plans have been developed in accordance with strategic guidance, 14 for peacekeeping operations and 2 for special political missions
3.2 Planning/implementation of 20 bilateral or multilateral field programmes in collaboration with peacekeeping partners	18 bilateral or multilateral field programmes were planned/implemented: BINUB participated in projects relating to the United Nations Peacebuilding Fund, as well as projects with the African Union, European Union and United Nations agencies; MONUC was involved with the planning and implementation of the United Nations Stabilization and Security Support Strategy, and the implementation of Security Council resolution 1820 (2009) on the prevention of violence against women; provision of support to AMISOM and UNPOS for the donor's conference in April 2009; UNMIL, UNMIT and MINUSTAH worked on police reform, prisons and rule of law/judiciary systems with United Nations agencies and peacekeeping partners; UNOCI participated in the Peacebuilding Fund support for facilitation of the Ivorian peace process; UNMIK cooperated with the European Union on matters related to security and rule of law; UNAMID and UNMIS worked

	closely with the African Union and other peacekeeping partners on security-related issues; UNAMID collaborated with UNDP on preparations for the elections in the Sudan, with the Office for the Coordination of Humanitarian Affairs on returns of internally displaced persons and with the World Food Programme and the United Nations Humanitarian Air Services on food delivery programmes; UNMIS cooperated with peacekeeping partners on the national census; MINURCAT, UNAMA and UNFICYP included cooperation with peacekeeping partners in their mission plans

(c) Office of Military Affairs

Expected accomplishment 1.1: improved reporting to the Security Council, the General Assembly, other intergovernmental bodies and troop-contributing countries to enable fully informed decisions on issues relating to peacekeeping

Planned indicators of achievement	*Actual indicators of achievement*
1.1 Security Council resolutions incorporate recommendations on military issues in establishing potential or adjusting existing peacekeeping operations	33 Security Council resolutions incorporated the advice of military experts with regard to the extension of mandates of peacekeeping missions, support to AMISOM and special political missions

Expected accomplishment 2.1: rapid deployment and establishment of peacekeeping operations in response to Security Council mandates

Planned indicators of achievement	*Actual indicators of achievement*
2.1 Number of units at the rapid deployment level of the United Nations Standby Arrangements System increased from 6 units in 2006/07 to an estimated 10 in 2007/08, with a target of 12 in 2008/09	There were no new units pledged during the reporting period. The 4 Member States pledging a total of 8 units to the rapid deployment level of the United Nations Standby Arrangements System remain: Jordan, Republic of Moldova, Romania and Uruguay The actual indicator is lower owing in part to the financial costs associated with committing units to the rapid deployment level

Expected accomplishment 3.1: increased efficiency and effectiveness in conducting, managing, directing and supporting peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
3.1 Implementation of 100 per cent of the field missions-related recommendations that are published in the evaluation reports of military or police components in peacekeeping missions	None of the military components of peacekeeping operations was evaluated during the 2008/09 period

(d) Office of Rule of Law and Security Institutions

Expected accomplishment 1.1: improved reporting to the Security Council, the General Assembly, other intergovernmental bodies and troop/police-contributing countries to enable fully informed decisions on issues relating to peacekeeping

Planned indicators of achievement	*Actual indicators of achievement*
1.1 Security Council and General Assembly resolutions endorsed all recommendations on police issues proposed by the Secretary-General	Achieved. The Security Council endorsed recommendations on police-related issues for 6 field missions: MINURCAT, MONUC, UNMIK, UNMIL, UNMIT and UNOGBIS The General Assembly supported most of the recommendations on the strengthening of the Police Division (see resolution 63/287, para. 43)
1.2 Increased number of police-contributing countries from 91 in 2006/07 and 95 in 2008/09 (target 2009/10: 100)	Although 3 new countries (Ecuador, Paraguay, Tajikistan) deployed police officers, the total number of police-contributing countries decreased from 93 to 83 during the reporting period due to the UNMIK drawdown. Three general meetings with police-contributing countries and six separate meetings with individual Member States (Austria, Israel, Lebanon, the former Yugoslav Republic of Macedonia, Syrian Arab Republic and Timor-Leste) were held to encourage additional nominations of police personnel for peacekeeping operations
1.3 Security Council and General Assembly resolutions endorse all recommendations on police, judicial, corrections, disarmament, demobilization and reintegration and security sector reform issues proposed by the Secretary-General	Justice and corrections recommendations were incorporated into the mandates of 12 field missions: BINUB, MINURCAT, MINUSTAH, MONUC, UNAMA, UNAMID, UNMIK, UNMIL, UNMIS, UNMIT, UNOCI and UNPOS Disarmament, demobilization and reintegration recommendations were incorporated into the mandates of 6 field missions: BINUB, MINUSTAH, MONUC, UNMIS, UNOCI and UNPOS. UNAMID and UNMIL maintained their previous disarmament, demobilization and reintegration mandates Security sector reform recommendations were incorporated into the mandates of 4 field missions: MINUSTAH, MONUC, UNOCI and UNOGBIS. BINUB, UNMIL, UNMIS and UNMIT maintained their previous security sector reform or related mandates
1.4 Security Council resolutions incorporate the Secretary-General's recommendations on mine action and explosive remnants of war during establishment of, or adjustments to, peacekeeping operations	Recommendations on mine action and explosive remnants of war were incorporated into the mandates of 4 operations: UNFICYP (2 resolutions), MONUC, UNAMA and UNPOS

Expected accomplishment 2.1: rapid deployment and establishment of peacekeeping operations in response to Security Council mandates

Planned indicators of achievement	*Actual indicators of achievement*
2.1 Deployment of the standing police capacity team within 7 days of the adoption of a Security Council resolution establishing the police component of a peacekeeping operation	No new police component was established during the reporting period. Thus, the standing police capacity continued to assist existing operations, such as MINURCAT, in further strengthening their police activities
2.2 Reduction in the time required for the appointment of senior leadership of the police component from 30 days in 2007/08 to 21 days after the adoption of a Security Council resolution establishing the police component of a peacekeeping operation (target for 2009/10: 15 days)	Appointments were completed within 25 days on average. Delays in the submission of applications and the receipt of applications that were incomplete or inaccurate contributed to the slightly lower outcome
2.3 Improved coordination among United Nations partners working on security sector reform planning and programming	Achieved. The inter-agency Security Sector Reform Task Force met 12 times at the working and principals level, to coordinate participation in integrated mission task forces, inter-agency assessment missions and security sector reform sensitization training, including in Nepal and Timor-Leste

Expected accomplishment 3.1: increased efficiency and effectiveness of peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
3.1 Detailed mandate implementation plans for police components issued by the Department of Peacekeeping Operations implemented by 2 peacekeeping operations (UNAMID and MINURCAT)	As a result of the revisions to the integrated mission planning process, mandate implementation plans have been superseded by integrated strategic frameworks. Mandate implementation plans for police components are therefore no longer being recommended. In MINURCAT and UNAMID, benchmarks for the police components were adopted as part of the integrated results-based-budgeting frameworks
3.2 United Nations Rule of Law Index implemented in 2 peace operations	Implementation of the Rule of Law Index project commenced in June 2008. The delay in the continued implementation was owing to the request from host Governments of pilot countries for more time to study the project and provide adequate support. The project, including the pilots in Haiti and Liberia, is scheduled for completion by February 2010

(e) Policy, Evaluation and Training Division

Expected accomplishment 3.1: increased efficiency and effectiveness of peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
3.1 Peacekeeping institutional learning system in place, informed by the evaluation carried out by the mission and Headquarters, and policies, guidance and best practices disseminated to missions and Headquarters planning teams	Achieved. The peacekeeping institutional learning system, designed to capture, share and implement lessons learned and best practices, has been established. Improvements were made to the knowledge-sharing policy of the Departments of Peacekeeping Operations and Field Support, a new and improved platform for the United Nations Security Sector Reform Community of Communities of Practice was developed, the functionality of the Intranet site was improved, and a revised guidance development procedure was introduced
3.2 Lessons learned and best practices in the areas of HIV, gender and child protection adopted as policies and procedures in mission operations	Achieved. Gender guidelines for mission police components were disseminated (July 2008); comprehensive orientation and briefing materials for new HIV/AIDS advisers in missions were disseminated (October 2008); and a child protection policy, based on a review of field experiences and extensive internal and inter-agency consultation, was issued (June 2009)
3.3 All deploying peacekeepers receive appropriate training based on United Nations standardized training materials	Achieved. Standardized training materials, which are periodically revised and updated in the light of policy changes and new developments in peacekeeping, were provided to Member States and partner training institutions to enable deploying uniformed peacekeepers to receive appropriate training. In addition, the Integrated Training Service delivered regular bimonthly civilian predeployment training to prepare all new civilian field personnel for mission deployment

2. Human resources incumbency performance

Category	*Authorized staff*	*Actual incumbency (average)*	*Vacancy rate (percentage)*[a]
Professional and above	335	281	16.2
General Service and related	90	86	4.6

[a] Based on monthly incumbency and planned strength.

3. Performance of financial resources

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Category	*Approved apportionment*	*Expenditure*	*Variance*	
			Amount	*Percentage*
I. Post resources	64 613.2	63 611.2	1 002.0	1.6
II. Non-post resources				
General temporary assistance	2 135.5	2 156.1	(20.6)	(1.0)
Consultants	810.4	804.4	6.0	0.7

Category	Approved apportionment	Expenditure	Variance	
			Amount	Percentage
Official travel	5 916.8	5 696.3	220.5	3.7
Facilities and infrastructure	1 082.6	500.5	582.1	53.8
Communications	2 426.6	2 499.9	(73.3)	(3.0)
Information technology	11 340.9	10 674.4	666.5	5.9
Medical services	—	—	—	—
Other services, supplies and equipment	1 098.8	1 115.0	(16.2)	(1.5)
Subtotal, category II	**24 811.6**	**23 446.6**	**1 365.0**	**5.5**
Gross requirements, categories I-II	**89 424.8**	**87 057.8**	**2 367.0**	**2.6**

4. Analysis of variances[1]

	Variance	
Post resources	$1 002.0	1.6%

19. The unencumbered balance was attributable to a higher average vacancy rate owing to recruitment delays in filling primarily the newly established Professional and General Service posts. Such delays resulted in lower actual expenditure for salaries, which were partially off set by higher common staff costs due to the rotation of existing seconded military and police officers. While the actual average vacancy rate during the reporting period was 16.2 per cent for Professional posts and 4.6 per cent for the General Service and related posts, the lower unencumbered balance of 1.6 per cent was also offset in part by expenditures related to temporary staff being charged to available vacant posts.

	Variance	
General temporary assistance	($20.6)	(1.0%)

20. The additional requirements were attributable primarily to the need to backstop staff members on maternity/extended sick leave.

	Variance	
Official travel	$220.5	3.7%

21. The reduced requirements were attributable to: (a) the postponement of visits to missions by senior-level staff that had been planned for the last quarter of 2008 owing to the anticipated change of leadership in the Office of Military Affairs in July 2009; (b) the postponement of visits related to training recognition of military and police predeployment courses to Member States pending approval of the new training policy; and (c) to the cancellation of a predeployment visit for UNAMID owing to the last-minute withdrawal of a troop-contributing country from contributing a unit. In addition, fewer technical support and mission planning visits were conducted than planned owing to the shortage of staff in the Police Division

[1] Resource variance amounts are expressed in thousands of United States dollars.

and the decentralization of services provided to Member States for selection and recruitment of police personnel and formed police units to field missions. The unutilized balance was offset in part by costs of travel to workshops and conferences in order to develop key partnerships and discuss strategic development for a United Nations police doctrine.

	Variance	
Facilities and infrastructure	$582.1	53.8%

22. The unspent balance was attributable primarily to reduced requirements for office furniture for both the Departments of Peacekeeping Operations and Field Support, in view of the shortage of office space to accommodate incumbents of the additional approved posts and lack of temporary storage capacity for office furniture. Existing office space was utilized beyond its maximum capacity to accommodate new staff members.

	Variance	
Communications	($73.3)	(3.0%)

23. The additional requirements related primarily to commercial communications charges incurred in connection with planning for the support of AMISOM, MINURCAT and UNMIS.

	Variance	
Information technology	$666.5	5.9%

24. The unspent balance was attributable primarily to (a) the replacement of 28 servers instead of the 39 that had been budgeted for owing to space limitations in the existing data centre and the delayed construction of the new site; (b) the postponement of the purchase and customization of risk management system software owing to the relocation of the project leader and key staff members to the Office of Information and Communications Technology; (c) the lower rates than estimated of contracts for information technology services negotiated with UNOPS and vendors; and (d) the adequate amount of inventory for spare parts and supplies required for existing equipment.

	Variance	
Other services, supplies and equipment	($16.2)	(1.5%)

25. The additional requirements related primarily to an online subscription that provides profile-driven information to multinational organizations to monitor, protect against and respond to global threats.

B. Department of Field Support

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Approved	*Expenditure*	*Approved posts*[a]	*Average incumbency*
66 134.5	65 787.0	424	402

[a] In accordance with General Assembly resolution 63/262, takes into account the transfer of 10 posts (3 P-4, 4 P-3, 2 P-2/P-1, 1 GS (OL)) from the Department of Field Support to the Office of Information and Communications Technology with effect from 1 January 2009.

1. Results-based-budgeting framework

(a) Office of the Under-Secretary-General

Expected accomplishment 1.1: improved reporting to the Security Council, the General Assembly, other intergovernmental bodies and troop-contributing countries to enable fully informed decisions on issues relating to peacekeeping

Planned indicators of achievement	*Actual indicators of achievement*
1.1 Positive comments by Member States on the Department's work, in particular on reforms to peacekeeping and the establishment of new capacities to meet emerging needs of peacekeeping	Achieved. The Special Committee on Peacekeeping Operations recognized the efforts made by the Department of Field Support with regard to balanced recruitment of staff. In its resolution 63/286, the General Assembly welcomed the intention of the Secretary-General to submit proposals on a global support strategy for peacekeeping operations. In its report (A/63/19), the Special Committee on Peacekeeping Operations welcomed the efforts of the Conduct and Discipline Unit at Headquarters and conduct and discipline teams in the field
1.2 Increased reporting by Member States regarding corrective action (disciplinary or prosecutorial) taken on cases of misconduct referred to them by the Secretariat	Achieved. The Conduct and Discipline Unit received 42 notes verbales from permanent missions of Member States in response to 141 referrals, representing a 30 per cent response rate compared with the receipt of 38 notes verbales in response to 155 referrals, a 25 per cent response rate in 2007/08
1.3 Reporting on conduct and discipline included in all reports of the Secretary-General to the Security Council on peacekeeping missions, as appropriate	Information on conduct and discipline issues was included in 17 reports of the Secretary-General to the Security Council in relation to the following missions: MINURSO, MINUSTAH, UNMIL, UNMIT, UNMIS, UNOCI and UNOMIG

Expected accomplishment 3.1: increased efficiency and effectiveness of peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
3.1 Initiatives and actions to strengthen Headquarters support to field operations	Achieved. During field visits, action points for Headquarters support to the missions visited are actively collected. Such action points were reflected in trip reports, tasked to the senior management of the Department of Field Support, and necessary follow-up action was taken 2 conferences for Chiefs/Directors of Mission Support were held to discuss the Department's support strategy, which aims at an improved service model for field operations

3.2 90 per cent of all new United Nations peacekeeping personnel briefed on conduct and discipline issues upon arrival in missions	Achieved. 90 per cent of all peacekeeping personnel were briefed on conduct and discipline issues upon arrival in missions
3.3 Level of serious allegations remains the same/does not exceed 2007 figures (260 cases)	The number of allegations of serious misconduct (category 1) increased slightly to 274 from 260 in 2007/08. This 5 per cent increase may be owing to a number of factors (better reporting mechanisms, increased sensitization of local population, etc.)

(b) Field Budget and Finance Division

Expected accomplishment 1.1: improved reporting to the Security Council, the General Assembly, other intergovernmental bodies and troop-contributing countries to enable fully informed decisions on issues relating to peacekeeping

Planned indicators of achievement	*Actual indicators of achievement*
1.1 Increased number of Member States expressing satisfaction in quality of documents and supplementary information provided (100 per cent of respondents)	Positive feedback received from the Advisory Committee on Administrative and Budgetary Questions and the General Assembly on the format and presentation of peacekeeping budgets, performance reports and other related reports

Expected accomplishment 3.1: increased efficiency and effectiveness of peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
3.1 Maintenance of a 6-month average processing time (from receipt of mission-certified claim to its approval by the Department) for contingent-owned equipment claims	Achieved
3.2 Reduction in Department of Peacekeeping Operations/Department of Field Support/Department of Political Affairs final budget submission review time for missions that receive an Abacus visit: 2006/07, 2 weeks; 2007/08, 0 weeks; 2008/09, 0 weeks	Achieved. Final budget submissions from 7 missions out of 8 that had received on Abacus visit spent less than 2 weeks, on average, in the Departments of Peacekeeping Operations and Field Support before submission to the Controller compared with 4 weeks for submissions from missions that had not had an Abacus visit Not achieved for 1 visit owing to changes in the mission's mandate after it submitted the budget to the Departments of Peacekeeping Operations and Field Support that required revisions to the budget

(c) Field Personnel Division

Expected accomplishment 2.1: rapid deployment and establishment of peacekeeping operations in response to Security Council mandates

Planned indicators of achievement	*Actual indicators of achievement*
2.1 A fully functional mission of up to 5,000 personnel within 90 days of a Security Council mandate	Pursuant to Security Council resolution 1829 (2009) on the establishment of UNIPSIL, 63 out of 73 civilian staff (85.4 per cent) were deployed within 90 days of the mandate Pursuant to Security Council resolution 1863 (2009), logistics support services for support of AMISOM were established (January 2009); 34 out of 204 civilian staff were on board within 90 days of the approved budget

Expected accomplishment 3.1: increased efficiency and effectiveness of peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
3.3 Average international civilian personnel vacancy rates for peacekeeping field missions reduced to 20 per cent for missions in a start-up, expansion or transition phase and to 15 per cent for all other field missions	The average international civilian personnel vacancy rate for 25 stable missions was reduced from 21.6 per cent at the beginning of the period to 20.8 per cent as at 30 June 2009. The target was not met as the overall turn-over rate remained at 19.5 per cent; nine stable missions had a vacancy rate of 15 per cent or below at the end of the reporting period The average vacancy rate for international civilian personnel for missions in start-up was 38.1 per cent (Office of the Special Envoy of the Secretary-General for the Lord's Resistance Army-affected areas, MINURCAT, Office of the Special Adviser of the Secretary-General on Cyprus, Office of the Special Envoy of the Secretary-General on the Great Lakes region, support of AMISOM, UNAMID, UNIPSIL, UNRCCA)

(d) Logistics Support Division

Expected accomplishment 1.1: improved reporting to the Security Council, the General Assembly, other intergovernmental bodies and troop-contributing countries to enable fully informed decisions on issues relating to peacekeeping

Planned indicators of achievement	*Actual indicators of achievement*
1.1 Performance observations noted and recommendations proposed are reported to the Office of the Under-Secretary-General within 30 days	Achieved
1.2 Interactive geographical information system database made accessible to stakeholders	Achieved. Established enterprise geographical information system databases, which allow replication of data between Headquarters and MINURCAT, MINURSO, MINUSTAH, MONUC, UNAMID, UNDOF, UNIFIL, UNMIL, UNMIS, UNMIT and UNOCI

Expected accomplishment 2.1: rapid deployment and establishment of peacekeeping operations in response to Security Council mandates

Planned indicators of achievement	*Actual indicators of achievement*
2.1 Identification and deployment, within 90 days of Security Council mandates, of strategic deployment stocks and other logistic equipment that is capable of supporting start-up teams and initial troop/police deployments	Strategic deployment stocks have been used for the deployment and logistical support to 12 field missions (BONUCA, MINURCAT, MINUSTAH, MONUC, support of AMISOM, UNAMID, UNIFIL, UNMIS/JIU, UNMIT, UNOCI, UNPOS and UNRCCA) The total value of strategic deployment stocks dispatched to these missions to support the operational capacity of troop and police deployments was $45.4 million
2.3 Increase in the number of troops rotated by the use of regional air support assets (2007/08: 5,000; 2008/09: 24,000)	Achieved. The number of personnel rotated by regional support assets was 48,917, representing an increase of approximately 16 per cent from 42,174 troops moved by regional air assets in the 2007/08 period. Increased output was owing to the utilization of UNMIL aircraft for regional rotations

Expected accomplishment 3.1: increased efficiency and effectiveness of peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
3.1 Peacekeeping mission budgets analysed and issues resolved within 10 days of receipt	Achieved. Peacekeeping budget submissions and budget performance reports for all peacekeeping missions were reviewed for consistency of the cost estimates with assumptions, plans and concepts of operations, within 10 days of receipt
3.2 Assessment visits result in fewer outstanding compliance issues than in previous periods	Achieved. 78 per cent of recommendations issued as a result of the aviation safety assistance visits were implemented by missions compared with 56 per cent in 2007/08. Thus, there were fewer outstanding compliance issues than in the previous period
3.3 Missions have access to valid systems contracts with sufficient "not to exceed" limit amounts, 365 days of the year	Achieved. 23 solicitations were initiated for new systems contracts of which 14 were completed, bringing the total number of supply systems contracts to 49 Achieved. Missions have access to over 36 systems contracts for engineering goods and services, 38 systems contracts for transport goods and 3 systems contracts for cartographic and geographic information system services

(e) Information and Communications Technology Division

Expected accomplishment 2.1: rapid deployment and establishment of peacekeeping operations in response to Security Council mandates

Planned indicators of achievement	*Actual indicators of achievement*
2.3 New mission communications links established within 24 hours of arrival of the communications and information technology equipment in the mission	Achieved. Communications connectivity established in Nairobi and Entebbe, Uganda, for the support of AMISOM within 24 hours

2. Human resources incumbency performance

Category	*Authorized staff*[a]	*Actual incumbency (average)*	*Vacancy rate (percentage)*[b]
Professional and above	248	231	6.8
General Service and related	176	171	2.8

[a] In accordance with General Assembly resolution 63/262, takes into account the transfer of 10 posts (3 P-4, 4 P-3, 2 P-2/P-1, 1 GS (OL)) from the Department of Field Support to the Office of Information and Communications Technology with effect from 1 January 2009.

[b] Based on monthly incumbency and planned strength.

3. Performance of financial resources

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Category	*Approved apportionment*	*Expenditure*	*Variance*	
			Amount	*Percentage*
I. Post resources	60 351.4	60 067.9	283.5	0.5
II. Non-post resources				
General temporary assistance	2 441.1	2 433.9	7.2	0.3
Consultants	835.0	745.2	89.8	10.8
Official travel	2 456.0	2 526.7	(70.7)	(2.9)
Facilities and infrastructure	—	—	—	—
Communications	—	—	—	—
Information technology	—	—	—	—
Medical services	—	—	—	—
Other services, supplies and equipment	51.0	13.3	37.7	73.9
Subtotal, category II	**5 783.1**	**5 719.1**	**64.0**	**1.1**
Gross requirements, categories I-II	**66 134.5**	**65 787.0**	**347.5**	**0.5**

4. Analysis of variances[1]

	Variance	
Post resources	$283.5	0.5%

26. The unencumbered balance was attributable to recruitment delays in filling the approved and newly established Professional and General Service posts, resulting in lower actual expenditures for salary and common staff costs, in particular, costs related to the recruitment and installation of Professional staff (assignment grant, recruitment travel). While the actual average vacancy rate during the reporting period was 6.8 per cent for Professional posts and 2.8 per cent for General Service posts, the unencumbered balance of 0.5 per cent was the result of the application to the resource requirements of the higher delayed recruitment factors of 50 per cent and 35 per cent respectively, for the new Professional and General Service posts. The unencumbered balance was also partially offset by expenditures related to temporary staff being charged to available vacant posts.

	Variance	
Consultants	$89.8	10.8%

27. The reduced requirements were attributable to the field defence equipment model being designed internally and to the postponement of the rations business model review due to the fact that consultancy bids exceeded budgeted resources. As an alternative to the rations review, the drafting of a rations manual by field staff is planned during the 2009/10 period. The unutilized balance was offset in part by additional requirements for operational risk analysis training provided to 30 personnel at Headquarters in response to the requirement for more sophisticated logistics services in newer peacekeeping operations.

	Variance	
Official travel	($70.7)	(2.9%)

28. The additional requirements were attributable primarily to travel by the new Under-Secretary-General for Field Support on familiarization visits to various peacekeeping missions, to the Secretary-General's retreat in August 2008, and for requested representation of the Under-Secretary-General at various meetings, such as the plenary meeting of working groups in Switzerland, the meeting of the Inter-Agency Security Management Network, meetings with Government officials in Washington, D.C., and the Inter-Agency Security Management Network Steering Group meeting in France. The higher requirements were also owing to the need for additional representation at the Staff Management Coordination Committee meeting in Nairobi and to the relocation of the ICT Senior Leadership workshop from Brindisi, Italy, to Entebbe, Uganda. The level of overexpenditure was kept to the minimum, in part, by efforts made to reduce costs by consolidating mission travel within the same region.

	Variance	
Other services, supplies and equipment	$37.7	73.9%

29. The reduced requirements were attributable to the lack of external advertising purchased associated with vacant posts as the classification/reclassification had lead to delays in recruitment of such posts.

C. Department of Management

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Approved	*Expenditure*	*Approved posts*[a]	*Average incumbency*
76 476.7	71 947.7	202	170

[a] Includes 2 posts (1 P-2, 1 GS (PL)) approved for transfer from the Information Technology Services Division to the Office of Information and Communications Technology, with effect from 1 January 2009 pursuant to General Assembly resolution 63/262.

1. Results-based-budgeting framework

(a) Office of the Under-Secretary-General

Expected accomplishment 1.1: improved reporting to the Security Council, the General Assembly, other intergovernmental bodies and troop-contributing countries to enable fully informed decisions on issues relating to peacekeeping

Planned indicators of achievement	*Actual indicators of achievement*
1.1 Positive feedback from Member States on services provided by the secretariat of the Fifth Committee and the Committee for Programme and Coordination	Positive feedback received from the 69 respondents to a survey distributed to all delegates of the Fifth Committee

Expected accomplishment 3.1: increased efficiency and effectiveness of peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
3.1 95 per cent of implemented management support projects meet expectations to enable efficient and effective peacekeeping	Achieved
3.2 Reports by Joint Appeals Boards and Joint Disciplinary Committees are submitted within 30 days after panels complete deliberations	79 per cent of the Joint Appeals Board reports and 11 per cent of the Joint Disciplinary Committee reports were submitted within 30 days after the panels had completed deliberations. The submission of finalized reports was delayed owing to the undertaking of several field projects and the prolonged negotiations for the increased number of disciplinary cases from MINUSTAH
3.3 All (100 per cent) requests by staff members for legal advice and representation from the Panel of Counsel Office are met within the time limit for the respective cases, between 30 and 90 days	Achieved. Out of the 331 cases received, all were handled within the set time limit
3.4 10 per cent decrease in the processing time for Headquarters Committee on Contracts cases, from 8.25 to 7.25 days (2006/07: 12 days; 2007/08: 8.25 days; 2008/09: 7.25 days)	Achieved. A 30 per cent decrease in the processing time of cases from 8.3 to 5.5 days was achieved through changing the internal process of writing minutes
3.5 30 per cent increase in the number of peacekeeping personnel who receive the certificate of Local Committee on Contracts training from 200 to 260 persons (2006/07: 0 persons; 2007/08: 200 persons; 2008/09: 260 persons)	Achieved. 38 per cent increase in the number of peacekeeping mission personnel who received the certificate of Local Committee on Contracts training to 275

(b) Office of Programme Planning, Budget and Accounts

Expected accomplishment 1.1: improved reporting to the Security Council, the General Assembly, other intergovernmental bodies and troop-contributing countries to enable fully informed decisions on issues relating to peacekeeping

Planned indicators of achievement	*Actual indicators of achievement*
Accounts Division	
1.1 Positive opinion of the United Nations Board of Auditors on the peacekeeping financial statements	Audit opinion has not been issued yet, but is expected to be issued by the end of January 2010
1.2 Financial statements are available to Board of Auditors within 3 months of the end of the financial period	Financial statements for the 2008/09 fiscal period were released on 1 October 2009
1.3 Monthly reports on the status of contributions are available by the end of the following month	Reports for all months were available by the end of the following month, except for a 1-month delay in July and December due to reconciliations
Peacekeeping Financing Division	
1.4 100 per cent of deadlines for the submission of reports to the Department for General Assembly and Conference Management are met: 31 December 2008 for active missions on the normal budget preparation cycle; 28 February 2009 for closed missions, the support account and UNLB	Of 35 reports for active missions, all 15 performance reports, 10 budget reports and 5 additional reports were submitted by the (revised) target dates Budget reports for MINURCAT, MONUC and UNMIK were delayed owing to relevant decisions taken by the General Assembly or the Security Council during the preparation of the reports that necessitated substantial revisions of the reports Reports for closed missions and the performance reports for UNLB and the support account were submitted on time. Budget reports for the support account and UNLB were submitted after the target date owing to the necessity for extensive consultations
1.5 Positive feedback from the Advisory Committee on Administrative and Budgetary Questions and the General Assembly on the format and presentation of peacekeeping budgets, performance reports and other related reports submitted	Positive feedback was received on the quality and presentation of the reports, as indicated in the reports of the Advisory Committee on Administrative and Budgetary Questions (A/63/746, paras. 3, 10-13, and Add.4, para. 13, Add.8, para. 19, and Add.16, para. 24)

Expected accomplishment 3.1: increased efficiency and effectiveness of peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
Accounts Division	
3.1 Processing of payments to troop-contributing countries within the required time frames and in accordance with payment instructions provided by Member States	Achieved. Payments for troops and contingent-owned equipment processed quarterly
3.2 Processing of 90 per cent of Headquarters payments to international staff in peacekeeping missions within 30 working days of the receipt of supporting documentation	100 per cent of payroll payments were processed on time 73 per cent of staff separations were processed within 30 working days Percentage was lower due to a 37 per cent increase in the number of separations 60 per cent of education grants were processed within 30 working days Percentage was lower owing to the work required to implement the human resources contractual arrangements for payroll processing that took effect on 1 July 2009
3.3 Processing of 90 per cent of payments of invoices to vendors and travel claims of staff within 30 working days of the receipt of supporting documentation	Achieved. 89 per cent of vendor payments processed within 30 working days 95 per cent of travel claims processed within 30 working days
3.4 Processing of 95 per cent of communications to Member States for contributions within 30 days after the adoption of resolutions and related instructions from the Peacekeeping Finance Division	Achieved. All communications to Member States related to contributions were processed on time
Peacekeeping Financing Division	
3.5 Liabilities for troops and formed police units do not exceed three months	As at 30 June 2009, liabilities for troops and formed police units did not exceed three months for three active missions (UNAMID, UNDOF and UNIFIL). Liabilities for nine active missions (MINURCAT, MINUSTAH, MONUC, UNAMID, UNDOF, UNIFIL, UNMIL, UNMIS and UNOCI) did not exceed six months, and liabilities for the remaining four missions (MINURSO, UNFICYP, UNMIK and UNMIT) exceeded six months due to the precarious cash position

3.6 Increased percentage of respondents to client surveys who rate the guidance provided by the Peacekeeping Finance Division on budgetary policies and procedures as at least "good" or "very good"	No dedicated client survey was conducted for Peacekeeping Finance Division. For the Office of Programme Planning, Budget and Accounts, a survey of the services provided to peacekeeping operations in 2008 was conducted by external consultants in February 2009 in the context of the General Assembly request for a comprehensive report on the evolution of the support account; 90 per cent of respondents to that survey indicated that the support provided was timely and comprehensive, and 63 per cent indicated that the support provided was consistently useful, regularly improving or had recently improved
3.7 95 per cent budget implementation rate as a percentage of appropriation	Achieved; 97 per cent average budget implementation rate for 16 field operations, UNLB and the support account
Treasury	
3.8 Peacekeeping support accounts investment pool rate of returns equal to or above 90-day United States Treasury bill interest rate for United States dollar investments and for euro investments (United Nations benchmarks)	Rate of return on investment was 2.89 per cent compared with the benchmark of 0.53 per cent
100 per cent of payments requested for peacekeeping mission accounts processed within two business days	Achieved
Financial Information Operations Service	
3.9 100 per cent of operational requirements of the Office of Programme Planning, Budget and Accounts related to peacekeeping incorporated with the anticipated adoption of IPSAS and the enterprise resource planning system	Not achieved. Awaiting implementation of IPSAS and the enterprise resource planning
3.10 95 per cent availability of service support to users	Availability of service support up to 95 per cent has been achieved by implementation of backup resources through consolidation of technical groups into the Financial Information Operations Service
3.11 Increased percentage of respondents to client surveys who rate the service provided and the ease of access to financial information as at least "good" or "very good"	Achieved. Received positive response to client survey on satisfaction

(c) Office of Human Resources Management

Expected accomplishment 3.1: increased efficiency and effectiveness of peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
Learning and Development Division	
3.1 Positive feedback from the Department of Peacekeeping Operations and missions on services provided by the Division	Positive feedback received from mission focal points on the mission readiness programme meeting, which was held at Headquarters in June 2009
Recruitment and Staffing Division	
3.2 Positive feedback from the Department of Peacekeeping Operations and missions on services provided by the Division	Positive feedback on monitoring review visits to MINURSO, UNMIL and UNOCI
Policy and Strategic Planning Division	
3.3 Implementation of the system of human resources action planning in field missions, subsequent continuous monitoring of performance and reporting of results	Regular support and monitoring provided to the Departments of Field Support and Peacekeeping Operations in strengthening their capacity in human resources management. Human resources action planning for all field missions implemented
3.4 Conduct monitoring of the exercise of the delegated human resources management authority by the Department of Field Support and the Department of Peacekeeping Operations	Onsite monitoring visits to MINURSO, UNMIL and UNOCI In the context of the reform of the United Nations contractual arrangements, an extensive review of the delegation of authority to the Department of Peacekeeping Operations and the Department of Field Support was conducted to streamline and implement the delegation under the new staff rules. Updated delegation of authority is under consultation and will be implemented in the 2009/10 period
3.5 Conduct a comprehensive salary survey for national staff in field missions on a cycle of four years (maximum), or as required	Comprehensive salary surveys conducted in four peacekeeping missions (MONUC, UNIFIL, UNMIT, UNOMIG)
Medical Services Division	
3.6 Respond to all (100 per cent) mission medical evacuation requests and urgent deployment requests for medical clearance on the same day	Achieved. Responded to 655 medical evacuation requests from various peacekeeping and special political missions and 1,970 urgent medical clearances

3.7 Pre- and post-mission health assessment, including mental health care (36 per cent in 2006/07, and 50 per cent in 2007/08 and 2008/09)	Achieved. 64 per cent of Headquarters staff travelling to peacekeeping missions responded to all 1,800 pre- and post-mission health assessment requests, including 1,385 travel advisory consultations, 186 in-house examinations and 229 mental health consultations

(d) Office of Central Support Services

Expected accomplishment 1.1: improved reporting to the Security Council, the General Assembly, other intergovernmental bodies and troop-contributing countries to enable fully informed decisions on issues relating to peacekeeping

Planned indicators of achievement	*Actual indicators of achievement*
Archives and Records Management Section	
1.1 Archived material for 100 per cent of liquidating missions available at Headquarters to the Organization, Member States and the general public	Achieved. During the reporting period 5,138 linear feet of records were received from missions that were liquidating (ONUB, UNMEE) or downsizing missions (UNMIK)

Expected accomplishment 3.1: increased efficiency and effectiveness of peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
Archives and Records Management Section	
3.1 45 per cent of peacekeeping missions employ standard policies, tools and technical standards for records management; target for 2008/09: 50 per cent	Based on feedback received during a records management training workshop in April 2009 at UNLB for 21 participants from 16 missions, it is estimated that 50 per cent of peacekeeping missions are implementing the peacekeeping file classification and retention policy The Office of Information and Communications Technology has selected Documentum as the tool to implement programmes to manage paper and electronic records in peacekeeping operations. The Archives and Records Management Section is identifying the necessary technical and policy infrastructure for peacekeeping missions, so that deployment of the technology meets recordkeeping standards
Facilities Management Service	
3.2 Positive feedback in surveys of the Department of Peacekeeping Operations, Headquarters and field missions regarding the provision of mail operations services (2007/08: 80 per cent; 2008/09: 85 per cent; target for 2009/10: 87 per cent)	Achieved. 87 per cent of the respondents to a survey sent to field missions on the quality and effectiveness of Headquarters pouch service rated the service as very good Achieved. 88 per cent of the respondents to a survey sent to the Department of Peacekeeping Operations rated the messenger service as very good

Procurement Division	
3.3 Increase by 200 in the number of vendors from developing countries and countries with economies in transition	Reviewed 546 applications of vendors from developing countries and countries with economies in transition, of which 92 were completed and fully registered
3.4 500 applications from vendors for registration completed within three months	381 new vendors were fully registered out of the 2,180 applications reviewed during the reporting period
Information Technology Services Division	
3.5 99 per cent availability of information and communications technology infrastructure to all peacekeeping missions	99 per cent uptime for internal network LAN support, data centre support and remote access capabilities were provided to the missions
Travel and Transportation Section	
3.6 Positive feedback in surveys of users of travel and transportation services: 80 per cent of surveyed users rate services as "good" in 2008/09 compared to 75 per cent in 2006/07: target 2009/10: 85 per cent	Achieved. 80 per cent of surveyed users rated the services as good

2. Human resources incumbency performance

Category	*Authorized staff*	*Actual incumbency (average)*	*Vacancy rate (percentage)*[a]
Professional and above	115	92	20.4
General Service and related	87	78	10.4

[a] Based on monthly incumbency and planned strength.

3. Performance of financial resources

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Category	*Approved apportionment*	*Expenditure*	*Variance*	
			Amount	*Percentage*
I. Post resources	27 907.4	26 091.0	1 816.4	6.5
II. Non-post resources				
General temporary assistance	5 141.1	5 740.7	(599.6)	(11.7)
Consultants	2 827.5	1 012.2	1 815.3	64.2
Official travel	2 048.2	1 491.7	556.5	27.2
Facilities and infrastructure	23 699.5	23 743.0	(43.5)	(0.2)
Communications	364.0	386.5	(22.5)	(6.2)
Information technology	3 025.3	4 774.8	(1 749.5)	(57.8)

Category	Approved apportionment	Expenditure	Variance	
			Amount	Percentage
Medical services	115.0	523.5	(408.5)	(355.2)
Other services, supplies and equipment	11 348.7	8 184.3	3 164.4	27.9
Subtotal, category II	**48 569.3**	**45 856.7**	**2 712.6**	**5.6**
Gross requirements, categories I-II	**76 476.7**	**71 947.7**	**4 529.0**	**5.9**

4. Analysis of variances[1]

	Variance	
Post resources	$1 816.4	6.5%

30. The unencumbered balance was attributable mainly to recruitment delays in filling the approved and newly established Professional and General Service posts, resulting in lower actual expenditures for salary and common staff costs, in particular in the Office of Programme Planning, Budget and Accounts. While the actual average vacancy rate during the reporting period was 20.4 per cent for Professional posts and 10.4 per cent for General Service posts, the unencumbered balance of 6.5 per cent was owing to the application of a budgeted vacancy rate of 8 per cent and 4.5 per cent, respectively, for existing Professional and General Service posts, and 50 per cent and 35 per cent, respectively, for 13 new Professional and General Service posts.

	Variance	
General temporary assistance	($599.6)	(11.7%)

31. The additional requirements were attributable mainly to: the unbudgeted extension until 30 June 2009 of six positions for three months within the system of administration of justice resulting from the delayed implementation of the new system; the need to establish six positions for six months in the Office of Human Resources Management in connection with the implementation of the mobility and occupational pilot networks project; and the need to establish 2 Procurement Officer positions for 6 months within the Procurement Division to support complex procurement operations in MINURCAT and UNAMID. The additional requirements were partly offset by lower actual expenditures in the Accounts Division owing to difficulties in identifying suitable candidates for the positions of Accountants and Account Assistants, as well as to the delay in the recruitment of International Public Sector Accounting Standards (IPSAS) Officers, as the implementation of IPSAS was delayed in order to coordinate its activities with the enterprise resource planning project.

	Variance	
Consultants	$1 815.3	64.2%

32. The unencumbered balance was attributable mainly to the non-utilization of funds for consultancies related to the analysis and recommendations of new accounting policies in preparation for the adoption of IPSAS as well as the

non-utilization of funds for related system-wide training in peacekeeping missions owing to the delay in the implementation of IPSAS.

	Variance	
Official travel	$556.5	27.2%

33. The unencumbered balance was attributable primarily to reduced requirements for travel for training in the following Divisions: (a) Accounts, owing to the delay in the implementation of IPSAS; (b) Procurement, owing to the lower than planned number of procurement training sessions for staff in field operations; (c) Learning and Development, owing to limited staffing resources to conduct HIV/AIDS training programmes; and (d) Policy and Strategic Planning, owing to savings achieved by combining several tasks within a single trip.

	Variance	
Information technology	($1 749.5)	(57.8%)

34. The additional requirements were attributable primarily to costs to cover the development of the Talent Management system resulting from the decision to replace the vendor with another contractor, thus surrendering funds which had been obligated in the 2007/08 period. The 2008/09 budget included provisions in the amount of $620,000 for the development of the Talent Management system, but owing to the replacement of the vendor, expenditures of $2.3 million were incurred.

	Variance	
Medical services	($408.5)	(355.2%)

35. The additional requirements were attributable mainly to expenditures related to the unbudgeted replacement of digital radiology equipment as well as the switch to a new and more expensive travel medicine for malaria prophylaxis, as recommended by the World Health Organization.

	Variance	
Other services, supplies and equipment	$3 164.4	27.9%

36. The unencumbered balance was attributable primarily to the delay in the implementation of the new system of administration of justice, which came into effect on 1 July 2009. Pursuant to General Assembly resolution 62/228 on the system of administration of justice, the amount of $3,843,900 was approved, based on cost-sharing arrangements among peacekeeping operations and the funds and programmes of the United Nations. The unencumbered balance was partially offset by higher than budgeted actual expenditures for after-service health insurance owing to increases in both the number of participants and cost of premiums.

D. Office of Internal Oversight Services

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Approved	*Expenditure*	*Approved posts*	*Average incumbency*
26 879.2	23 583.7	109	72

1. Results-based-budgeting framework

Expected accomplishment 1.1: improved reporting to the Security Council, the General Assembly, other intergovernmental bodies and troop-contributing countries to enable fully informed decisions on issues relating to peacekeeping

Planned indicators of achievement	*Actual indicators of achievement*
1.1 Positive feedback from the General Assembly, including the Fifth Committee and Special Committee on Peacekeeping Operations, on OIOS reports	The General Assembly took note of and considered the following OIOS reports during the second part of the resumed sixty-third session: (a) audit of the use of extraordinary measures for UNAMID (A/63/668 and Add.1); and (b) audit of the Secretariat's structure for managing and sustaining peacekeeping operations (A/63/837). The General Assembly also took note of the report of OIOS on the programme evaluation of the performance and the achievement of results by UNOCI (A/63/713), and requested the Secretary-General to ensure the full implementation of its recommendations

Expected accomplishment 3.1: increased efficiency and effectiveness in conducting, managing, directing and supporting peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
3.1 Acceptance of 60 per cent of evaluation and inspection recommendations (2007/08: 25 per cent acceptance) (2008/09: 60 per cent acceptance)	Achieved. 90 per cent of evaluation and inspection recommendations accepted The higher acceptance rate can be attributed to a shift from inspections and reviews that are narrow in scope to evaluations that are broader and results-oriented
3.2 Improvement in handling cases of theft, embezzlement, smuggling, bribery and other forms of misconduct as well as waste of resources, abuse of authority and mismanagement; increased number of reviews (2007/08: 410 reviews; 2008/09: 440 reviews)	A total of 378 matters pertaining to peacekeeping operations were reviewed Revised standard operating procedures were issued in March 2009 to improve the handling of cases. The lower number of case reviews was attributable to the downward trend in receipt of such allegations from peacekeeping missions
3.3 Increased number of advisories and referrals on prevention of fraud and other acts of misconduct as well as waste of resources and abuse of authority and mismanagement (2007/08: 16 advisories and 130 referrals; 2008/09: 18 advisories and 135 referrals)	73 advisories and 105 referrals were provided The higher number of advisories was attributable to the increased number of requests received by the Investigations Division

3.4 Increase in training presentations to programme managers in basic investigation techniques to address forms of minor misconduct (2007/08: none; 2008/09: 2 training sessions)	Achieved. 3 training sessions (November 2008, April 2009 and May 2009) at Headquarters on investigating sexual harassment (25 participants from the Department of Peacekeeping Operations and the Department of Field Support in each session); 1 training session (May 2009) on investigating sexual harassment at UNMIT (20 participants)
3.5 Increase in the number of recommendations to strengthen internal controls and to mitigate risks (baseline 2006/07: 309 recommendations; target 2008/09: 325 recommendations)	Achieved. 341 recommendations to strengthen internal controls and mitigate risks were issued
3.6 Acceptance of 95 per cent of recommendations issued by the Internal Audit Division (2006/07: 98 per cent; 2008/09: 95 per cent)	Achieved. 98 per cent of the 755 recommendations issued during the period were accepted

2. Human resources incumbency performance

Category	*Authorized staff*	*Actual incumbency (average)*	*Vacancy rate (percentage)*[a]
Professional and above	74	52	29.2
General Service and related	35	20	43.6

[a] Based on monthly incumbency and planned strength.

3. Performance of financial resources

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Category	*Approved apportionment*	*Expenditure*	*Variance*	
			Amount	*Percentage*
I. Post resources	13 491.6	12 157.8	1 333.8	9.9
II. Non-post resources				
General temporary assistance	7 743.5	8 138.2	(394.7)	(5.1)
Consultants	504.9	872.0	(367.1)	(72.7)
Official travel	2 125.2	1 448.3	676.9	31.9
Facilities and infrastructure	25.4	619.4	(594.0)	—
Communications	73.9	131.1	(57.2)	(77.4)
Information technology	547.9	170.6	377.3	68.9
Medical services	1.1	1.6	(0.5)	(45.5)
Other services, supplies and equipment	2 365.7	44.7	2 321.0	98.1
Subtotal, category II	**13 387.6**	**11 425.9**	**1 961.7**	**14.7**
Gross requirements, categories I-II	**26 879.2**	**23 583.7**	**3 295.5**	**12.3**

4. Analysis of variances[1]

	Variance	
Post resources	$1 333.8	9.9%

37. The unencumbered balance was attributable to: delays in the identification and recruitment of candidates meeting the requirements of the advertised posts, in particular for the newly established resident auditor posts in peacekeeping missions; the turnover of staff owing to resignations, promotions, movement to other departments and the closing of the Office of Resident Auditors in UNMEE upon the termination of its mandate as of 31 July 2008; and to delayed recruitment of resident investigators pending the restructuring process in the Investigations Division. The unencumbered balance was partially offset by higher common staff costs, in particular costs related to the recruitment of vacant posts (recruitment travel, assignment and relocation grant).

	Variance	
General temporary assistance	($394.7)	(5.1%)

38. The additional requirements were attributable mainly to expenditures related to the continuation of the activities of the Procurement Task Force until 31 December 2008. In accordance with General Assembly resolution 62/234, resource requirements for the Task Force were apportioned between the peacekeeping budgets (85 per cent) and the regular budget (15 per cent). The total requirements for the Procurement Task Force for peacekeeping for the period from 1 July to 31 December 2008 were estimated at $2,069,800 and were allocated under the expenditure category of other supplies, services and equipment, while the actual expenditures were recorded in the corresponding expenditure categories. The additional requirements were also owing to the unbudgeted costs related to the 12 temporary staff in the Investigations Division transition team (6 P-4, 4 P-3, 2 P-2) for the period from 1 January to 30 June 2009. The increased requirements were offset in part by delays in the identification and recruitment of suitable candidates, in particular for posts investigators in peacekeeping missions, as well as in the hub locations.

	Variance	
Consultants	($367.1)	(72.7%)

39. The additional requirements were attributable mainly to the need to engage consultants to carry out forensic services after the Procurement Task Force ceased its activities on 31 December 2008. The remaining cases were subsequently transferred to the Investigations Division transition team. The increased requirements were also attributable to consultancy services for forensic expertise, mainly for the electronic retrieval of data related to the Procurement Task Force, which were budgeted under the other services, supplies and equipment category (see para. 39 above). The increased requirements were offset in part by the cancellation of the focused audits of specialized ICT services and systems owing to the delay in the implementation of the enterprise resource planning system, as well as to the development of in house training modules and use of staff to conduct a training

workshop on forensic audit and risk management in the context of the audit assistant training.

	Variance	
Official travel	$676.9	31.9%

40. The unencumbered balance was attributable to the lower number of allegations received from peacekeeping missions, which resulted in reduced travel requirements for staff of the Investigations Division, as well as to the adjustment of the budgeted travel programme of the Inspection and Evaluation Division, as the additional proposed staff for the Division were not approved by the General Assembly. This resulted in corresponding reduced requirements for travel (2 peacekeeping evaluation reports produced compared with 6 proposed reports). The reduced requirements were also the result of lower expenditures for training-related travel, in particular owing to the postponement of the training for investigators pending the proposed restructuring of the Division, as well as the reassessment of training needs for the Internal Audit Division.

	Variance	
Facilities and infrastructure	($594.0)	—

41. The additional requirements were attributable to the rental of office premises in connection with the continuation of the activities of the Procurement Task Force for the period from 1 July to 31 December 2008 (see para. 39 above) as well as the unbudgeted rental of office space for the Investigations Division transition team for the period from 1 January to 30 June 2009.

	Variance	
Communications	($57.2)	(77.4%)

42. The additional requirements were attributable primarily to communications costs related to the activities of the Procurement Task Force (see para. 39 above) as well as to the high volume of communications between the Investigations Division regional hub in Nairobi and investigation units in peacekeeping missions.

	Variance	
Information technology	$377.3	68.9%

43. The lower requirements were attributable mainly to the non-utilization of funds provided for the planned acquisition, implementation, storage and maintenance of a new case management system to replace the existing system.

	Variance	
Other services, supplies and equipment	$2 321.0	98.1%

44. The unencumbered balance was attributable mainly to the resource requirements for the Procurement Task Force for the period from 1 July to 31 December 2008, which were budgeted under the other services, supplies and equipment category, while the actual expenditures were recorded in the

corresponding object categories under general temporary assistance, consultants, facilities and infrastructure, and communications (see para. 39 above).

E. Executive Office of the Secretary-General

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Approved	*Expenditure*	*Approved posts*	*Average incumbency*
1 222.8	1 278.9	7	7

1. Results-based-budgeting framework

Expected accomplishment 1.1: improved reporting to the Security Council, the General Assembly, other intergovernmental bodies and troop-contributing countries to enable fully informed decisions on issues relating to peacekeeping

Planned indicators of achievement	*Actual indicators of achievement*
1.1 100 per cent of reports to the Security Council and General Assembly and other bodies are submitted by the due date. All documents reviewed and returned within a maximum of 4 days	81 per cent of the Secretary-General's reports to the General Assembly and 55 per cent of his reports to the Security Council were submitted on or before the internal due date Internal deadlines were not always met due to reasons beyond the control of the Executive Office, such as late submission of reports from lead departments owing to extensive internal consultations Unless a more extensive review was needed owing to sensitivity of the content, documents were reviewed and returned within 4 days

Expected accomplishment 3.1: increased efficiency and effectiveness of peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
3.1 Provision of comments and guidance to the Department of Peacekeeping Operations and missions within five days of the submission of the Secretary-General's reports on peacekeeping missions to the Executive Office of the Secretary-General	Achieved

2. Human resources incumbency performance

Category	*Authorized staff*	*Actual incumbency (average)*	*Vacancy rate (percentage)*[a]
Professional and above	4	4	—
General Service and related	3	3	—

[a] Based on monthly incumbency and planned strength.

3. Performance of financial resources

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Category	*Approved apportionment*	*Expenditure*	*Variance*	
			Amount	*Percentage*
I. Post resources	1 152.2	1 207.0	(54.8)	(4.8)
II. Non-post resources				
General temporary assistance	44.7	44.7	—	—
Consultants	—	—	—	—
Official travel	—	—	—	—
Facilities and infrastructure	3.5	4.8	(1.3)	(37.1)
Communications	9.8	9.8	—	—
Information technology	12.6	12.6	—	—
Medical services	—	—	—	—
Other services, supplies and equipment	—	—	—	—
Subtotal, category II	**70.6**	**71.9**	**(1.3)**	**(1.8)**
Gross requirements, categories I-II	**1 222.8**	**1 278.9**	**(56.1)**	**(4.6)**

4. Analysis of variances[1]

	Variance	
Post resources	($54.8)	(4.8%)

45. The additional requirements were attributable to the actual lower than budgeted vacancy rate.

	Variance	
Facilities and infrastructure	($1.3)	(37.1%)

46. The additional requirements were attributable to costs for office supplies that were higher than budgeted.

F. Office of the United Nations Ombudsman

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Approved	*Expenditure*	*Approved posts*	*Average incumbency*
1 270.3	548.3	8	3

1. Results-based-budgeting framework

Expected accomplishment 3.1: increased efficiency and effectiveness of peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
3.1 100 per cent of cases addressed and action taken within 30 days	100 per cent of cases (338) addressed and action taken within 30 days

2. Human resources incumbency performance

Category	*Authorized staff*	*Actual incumbency (average)*	*Vacancy rate (percentage)*[a]
Professional and above	5	2	60.0
General Service and related	3	1	66.7

[a] Based on monthly incumbency and planned strength.

3. Performance of financial resources

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Category	*Approved apportionment*	*Expenditure*	*Variance*	
			Amount	*Percentage*
I. Post resources	1 091.7	416.7	675.1	61.8
II. Non-post resources				
General temporary assistance	—	—	—	—
Consultants	—	—	—	—
Official travel	135.6	96.7	38.9	28.7
Facilities and infrastructure	4.0	4.1	(0.1)	(2.5)
Communications	14.0	14.0	—	—
Information technology	5.2	5.2	—	—
Medical services	—	—	—	—
Other services, supplies and equipment	19.8	11.7	8.1	40.9
Subtotal, category II	**178.6**	**131.7**	**46.9**	**26.3**
Gross requirements, categories I-II	**1 270.3**	**548.3**	**722.0**	**56.8**

4. Analysis of variances[1]

	Variance	
Post resources	$675.1	61.8%

47. The reduced requirements were attributable to delays in the identification and recruitment of candidates meeting the requirements of the posts in the new regional Ombudsmen offices, in particular for the two regional Ombudsmen posts at the P-5 level.

	Variance	
Official travel	$38.9	28.7%

48. The variance was attributable primarily to reduced requirements for travel for training owing to the delayed recruitment of the posts in the regional Ombudsmen offices.

	Variance	
Other services, supplies and equipment	$8.1	40.9%

49. The lower requirements were attributable mainly to the non-utilization of funds for training fees, supplies and services, as the training for the regional Ombudsmen offices was deferred owing to the delay in the recruitment of staff.

G. Ethics Office

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Approved	*Expenditure*	*Approved posts*	*Average incumbency*
933.1	949.9	—	—

1. Results-based-budgeting framework

Expected accomplishment 1.1: improved reporting to the Security Council, the General Assembly, other intergovernmental bodies and troop-contributing countries to enable fully informed decisions on issues relating to peacekeeping

Planned indicators of achievement	*Actual indicators of achievement*
1.1 Increased number of inquiries received by the Ethics Office for which the Office provided official guidance (2006/07: 176 inquiries; 2007/08: 191; 2008/09: 300)	434 inquiries received. The higher number of inquiries than planned is attributable to an increased awareness of the services provided by the Ethics Office

Expected accomplishment 3.1: increased efficiency and effectiveness of peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
3.1 Increased number of preliminary reviews conducted (2006/07: 53 reviews; 2007/08: 40; 2008/09: 42)	13 cases completed; 16 cases under review Actual number of cases received was lower than expected
3.2 Increased percentage of compliance of those required to file (2006/07: 97 per cent; 2007/08: 92 per cent; 2008/09: 97 per cent)	99 per cent of the participants in the financial disclosure programme (as determined by ST/SGB/2006/6) filed the financial disclosure statement or declaration of interest form within the filing period

2. Human resources incumbency performance

Category	Authorized staff	Actual incumbency (average)	Vacancy rate (percentage)[a]
Professional and above	—	—	—
General Service and related	—	—	—

[a] Based on monthly incumbency and planned strength.

3. Performance of financial resources

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Category	Approved apportionment	Expenditure	Variance	
			Amount	Percentage
I. Post resources	—	—	—	—
II. Non-post resources				
General temporary assistance	170.7	191.6	(20.9)	(12.2)
Consultants	732.5	729.4	3.1	0.4
Official travel	20.0	19.0	1.0	5.0
Facilities and infrastructure	1.0	1.0	—	—
Communications	4.2	4.2	—	—
Information technology	4.7	4.7	—	—
Medical services	—	—	—	—
Other services, supplies and equipment	—	—	—	—
Subtotal, category II	**933.1**	**949.9**	**(16.8)**	**(1.8)**
Gross requirements, categories I-II	**933.1**	**949.9**	**(16.8)**	**(1.8)**

4. Analysis of variances[1]

	Variance	
General temporary assistance	($20.9)	(12.2%)

50. The additional requirements were attributable to the lower than budgeted actual vacancy rate.

H. Office of Legal Affairs

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Approved	Expenditure	Approved posts	Average incumbency
2 376.5	3 753.2	13	13

1. Results-based-budgeting framework

Expected accomplishment 3.1: increased efficiency and effectiveness of peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
3.1 Liabilities arising out of peacekeeping operations and activities are minimized to the maximum extent practicable versus claims made against the Organization	Achieved. Claims arising out of peacekeeping operations totalling over $10.1 million were resolved, with the actual settlement amount of $2.7 million representing 27 per cent of the amount claimed
3.2 Absence of instances arising out of peacekeeping operations in which, unless waived, status and privileges and immunities of the Organization are not maintained	Achieved. Privileges and immunities were maintained in all agreements for peacekeeping-related matters, and, unless waived, maintained in all legal proceedings

2. Human resources incumbency performance

Category	*Authorized staff*	*Actual incumbency (average)*	*Vacancy rate (percentage)*[a]
Professional and above	11	11	—
General Service and related	2	2	—

[a] Based on monthly incumbency and planned strength.

3. Performance of financial resources

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Category	*Approved apportionment*	*Expenditure*	*Variance*	
			Amount	*Percentage*
I. Post resources	2 286.3	2 036.9	249.4	10.9
II. Non-post resources				
General temporary assistance	—	—	—	—
Consultants	—	1 653.4	(1 653.4)	—
Official travel	31.6	4.5	27.1	85.7
Facilities and infrastructure	6.5	6.5	—	—
Communications	18.2	18.0	0.2	1.1
Information technology	30.9	30.9	—	—
Medical services	—	—	—	—
Other services, supplies and equipment	3.0	3.0	—	—
Subtotal, category II	**90.2**	**1 716.3**	**(1 626.1)**	—
Gross requirements, categories I-II	**2 376.5**	**3 753.2**	**(1 376.7)**	**(57.9)**

4. Analysis of variances[1]

	Variance	
Post resources	$249.4	10.9%

51. The unencumbered balance was attributable to lower than budgeted actual expenditures for common staff costs for a number of staff, leading to lower than estimated expenses, in particular with regard to dependency entitlements.

	Variance	
Consultants	($1 653.0)	—

52. The unbudgeted expenditures were attributable to the need to engage an outside legal firm to provide services in an arbitration proceeding in respect of the termination of three systems contracts and the need to pay for the cost of the tribunal in connection with the arbitration proceedings initiated by the vendor, as well as the need to engage outside legal counsel to provide services in connection with logistical supply contracts, such as fuel, encampment and support services.

	Variance	
Official travel	$27.1	85.7%

53. The lower requirements were attributable to the cancellation of planned travel to provide advice on issues related to privileges and immunities, criminal accountability of officials and experts in MINURCAT and UNAMID.

I. Department of Public Information

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Approved	*Expenditure*	*Approved posts*	*Average incumbency*
700.3	738.2	4	4

1. Results-based-budgeting framework

Expected accomplishment 1.1: improved reporting to the Security Council, the General Assembly, other intergovernmental bodies and troop-contributing countries to enable fully informed decisions on issues relating to peacekeeping

Planned indicators of achievement	*Actual indicators of achievement*
1.1 35 per cent of the stories distributed are broadcast or incorporated into web-based news sites by at least 5 regionally represented media outlets	69 per cent of UNifeed stories produced and picked up by broadcasters from the site's satellite feed. UNifeed stories that were picked up from the satellite feed during the reporting period received an average of 19.8 hits per story. UNifeed stories were also downloaded from its website

	Based on the overall hits registered on UNifeed's satellite output, the most frequent users were international and regional broadcasters from all regions: Al-Jazeera, Al-Arabiya, BBC, CCTV, Channel News Asia, CNN, Deutsche Welle, France 24, Euronews, Nile TV, Press TV, RTPI, Russia Today, SABC, TVE, TV5 and others In addition, a total of 5,516 stories (including non-peacekeeping-related stories) were downloaded by broadcasters from the UNifeed website; it is estimated that the majority of downloads are used for broadcasting, but no precise statistics are available

Expected accomplishment 2.1: rapid deployment and establishment of peacekeeping operations in response to Security Council mandates

Planned indicators of achievement	*Actual indicators of achievement*
2.1 Predeployment mission planning to ensure that mission public information components are adequately planned, resourced and staffed and that communications strategies are prepared to complement the mission concept of operations	Assisted in planning and staffing of the public information support component of the support of AMISOM
2.2 Deployment of core public information personnel, in conjunction with the Department of Peacekeeping Operations and the Department of Field Support, in line with the mission communications plan within 30 to 90 days after the establishment of a peacekeeping mission by the Security Council	Although no new missions were established during the reporting period, the Department of Public Information assisted in planning and staffing the expanded public information component of MINURCAT following its expansion

Expected accomplishment 3.1: increased efficiency and effectiveness of peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
3.1 80 per cent of surveyed peacekeeping operations indicate satisfaction with the quality of support (2006/07: 80 per cent; 2007/08: 80 per cent)	A questionnaire was sent to the public information components of 13 peacekeeping missions requesting an evaluation of the level of support provided by the Department of Public Information. 100 per cent of the 9 missions that responded to the survey (MINURCAT, MINURSO, MONUC, UNAMID, UNDOF, UNIFIL, UNMIL, UNMIT, UNOCI) indicated that the level of support was very good or satisfactory

2. Human resources incumbency performance

Category	*Authorized staff*	*Actual incumbency (average)*	*Vacancy rate (percentage)*[a]
Professional and above	3	3	—
General Service and related	1	1	—

[a] Based on monthly incumbency and planned strength.

3. Performance of financial resources

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Category	*Approved apportionment*	*Expenditure*	*Variance*	
			Amount	*Percentage*
I. Post resources	589.2	644.6	(55.4)	(9.4)
II. Non-post resources				
General temporary assistance	—	—	—	—
Consultants	10.8	3.2	7.6	70.4
Official travel	79.5	74.7	4.8	6.2
Facilities and infrastructure	2.0	2.0	—	—
Communications	5.6	5.6	—	—
Information technology	7.2	5.0	2.2	30.6
Medical services	—	—	—	—
Other services, supplies and equipment	6.0	3.1	2.9	48.3
Subtotal, category II	**111.1**	**93.6**	**17.5**	**15.8**
Gross requirements, categories I-II	**700.3**	**738.2**	**(37.9)**	**(5.4)**

4. Analysis of variances[1]

	Variance	
Post resources	(\$55.4)	(9.4%)

54. The additional requirements were attributable to the lower than budgeted actual vacancy rate.

	Variance	
Consultants	\$7.6	70.4%

55. The actual expenditure for consultants was \$11,000, resulting in a variance of (\$200). The charges for consultants appear under the official travel category, where they were booked.

	Variance	
Official travel	$4.8	6.2%

56. The actual expenditure for official travel was $66,800, resulting in a variance of $12,700 (16.0 per cent). The expenditure for consultants was inadvertently included in the official travel category. The reduced requirements were attributable to the engagement of a local consultant to conduct a training workshop in Nairobi.

	Variance	
Information technology	$2.2	30.6%

57. The reduced requirements were attributable to the non-replacement of a laptop computer.

	Variance	
Other services, supplies and equipment	$2.9	48.3%

58. The lower requirements were owing to lower actual costs for supplies and services for a workshop in Nairobi.

J. Department of Safety and Security

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Approved	*Expenditure*	*Approved posts*	*Average incumbency*
3 487.1	3 374.9	18	16

1. Results-based-budgeting framework

Expected accomplishment 3.1: increased efficiency and effectiveness of peacekeeping operations

Planned indicators of achievement	*Actual indicators of achievement*
3.1 Implementation by peacekeeping missions of all (100 per cent) of Department of Safety and Security recommendations based on security standards, policy, guidance, directives, plans, procedures and security management reviews	78 per cent implementation rate Out of a total 223 security recommendations, 174 were fully or partially implemented. Of 225 security recommendations specified in security mission reports, a total of 144 have been implemented, and 30 were in the process of being implemented as at 30 June 2009. Two recommendations were withdrawn due to the liquidation of UNOMIG
3.2 Deployment of all (100 per cent) contingency assistance staff from Headquarters within 72 hours	No contingency situation requiring the deployment of assistance staff occurred during the reporting period

2. Human resources incumbency performance

Category	Authorized staff	Actual incumbency (average)	Vacancy rate (percentage)[a]
Professional and above	13	11	18.6
General Service and related	5	5	—

[a] Based on monthly incumbency and planned strength.

3. Performance of financial resources

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Category	Approved apportionment	Expenditure	Variance	
			Amount	Percentage
I. Post resources	2 685.7	2 804.6	(118.9)	(4.4)
II. Non-post resources				
General temporary assistance	—	—	—	—
Consultants	—	—	—	—
Official travel	620.0	492.3	127.7	20.6
Facilities and infrastructure	9.0	8.7	0.3	3.3
Communications	25.2	13.3	11.9	47.2
Information technology	32.4	30.2	2.2	6.8
Medical services	—	—	—	—
Other services, supplies and equipment	114.8	25.8	89.0	77.5
Subtotal, category II	**801.4**	**570.3**	**231.1**	**28.8**
Gross requirements, categories I-II	**3 487.1**	**3 374.9**	**112.2**	**3.2**

4. Analysis of variances[1]

	Variance	
Post resources	($118.9)	(4.4%)

59. The additional requirements were attributable to higher common staff costs, in particular installation costs related to the recruitment of Professional staff (appointment/assignment grant, travel on appointment/transfer, and removal of household effects on appointment/transfer) and payment of education grant for the incumbents of previously vacant posts at the P-3 and P-4 levels.

	Variance	
Official travel	$127.7	20.6%

60. The reduced requirements were attributable primarily to: (a) the postponement of training activities pending the finalization of a memorandum of understanding for close protection training; (b) fewer requests from the field for contingency/emergency training visits; (c) availability of fewer trainers to conduct planned training activities

owing to competing priorities; and (d) stress counsellors at Headquarters were occupied with non-mission emergencies.

	Variance	
Communications	$11.9	47.2%

61. The reduced requirements were attributable to lower usage of telephone and mobile communications and to the delay in the recruitment of staff.

	Variance	
Other services, supplies and equipment	$89.0	77.5%

62. The reduced requirements were attributable to non-utilization of training supplies and equipment as a result of the postponement of the specialized close protection training pending the finalization of a memorandum of understanding as well as to fewer requests for evaluation of and training of close protection officers.

K. Office of Information and Communications Technology

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Approved	*Expenditure*	*Approved posts*[a]	*Average incumbency*
13 496.6	12 944.0	10	7

[a] Reflects the transfer of 10 posts (3 P-4, 4 P-3, 2 P-2/P-1, 1 GS (OL)) from the Information and Communications Technology Division of the Department of Field Support with effect from 1 January 2009 pursuant to General Assembly resolution 63/262.

1. Results-based-budgeting framework

63. The Office of Information and Communications Technology was established pursuant to General Assembly resolution 63/262, with effect from 1 January 2009, as an independent organizational unit to provide strong, central leadership for the establishment and implementation of Organization-wide ICT standards and activities in order to ensure efficient utilization of resources, modernization of information systems and improvement in the ICT services available to the United Nations. The Office is headed by the Chief Information Technology Officer at the level of Assistant Secretary-General. While the Secretary-General did not include results-based-budgeting frameworks for the 2008/09 period in his report (A/62/793 and Add.1 and Corr.1), some actual outputs are included in the addendum to the present report. Frameworks were established in the context of the 2009/10 budget and will be included in the performance report for 2009/10.

2. Human resources incumbency performance

Category	*Authorized staff*	*Actual incumbency (average)*	*Vacancy rate (percentage)*[a]
Professional and above	9	7	18.5
General Service and related	1	—	100.0

[a] Based on monthly incumbency and planned strength.

3. Performance of financial resources

(Thousands of United States dollars. Budget year is from 1 July 2008 to 30 June 2009.)

Category	Approved apportionment	Expenditure	Variance	
			Amount	Percentage
I. Post resources	760.0	596.0	164.0	21.6
II. Non-post resources				
General temporary assistance	200.0	103.2	96.8	48.4
Consultants	—	—	—	—
Official travel	200.0	200.1	(0.1)	(0.1)
Facilities and infrastructure	—	—	—	—
Communications	5.0	—	5.0	100.0
Information technology	12 331.6	12 044.7	286.9	2.3
Medical services	—	—	—	—
Other services, supplies and equipment	—	—	—	—
Subtotal, category II	**12 736.6**	**12 348.0**	**388.6**	**3.1**
Gross requirements, categories I-II	**13 496.6**	**12 944.0**	**552.6**	**4.1**

4. Analysis of variances[1]

	Variance	
Post resources	$164.0	21.6%

64. The unencumbered balance was attributable to a higher average vacancy rate due to delays in filling approved Professional posts and the General Service post, resulting in lower actual expenditures for salary and common staff costs. In its resolution 63/262, the General Assembly approved the transfer to the Office of Information and Communications Technology of 12 posts; 10 from the Information and Communications Technology Division of the Department of Field Support (3 P-4, 4 P-3, 2 P-2/P-1, 1 General Service (Other level)) and 2 posts from the Information Technology Services Division of the Department of Management (1 P-2, 1 General Service (Principal level)), with effect from 1 January 2009. Of the 12 posts, 10 were assigned to the Office for the remainder of the 2009/10 period, and 2 posts were assigned with effect from 1 July 2009.

	Variance	
General temporary assistance	$96.8	48.4%

65. The reduced requirements were attributable to the postponement of the implementation of the rations system project owing to the suspension by the Procurement Division of the vendor that had provided the strongest bid. The unencumbered balance was partly offset by the recruitment of general temporary assistance to support the Chief Information Technology Officer with the governance structure review, which was requested by the General Assembly in its resolution 63/262, and to advise on enterprise-wide strategic initiatives affecting activities both in peacekeeping operations and at Headquarters.

	Variance	
Communications	$5.0	100.0%

66. The provisions under this heading were not utilized owing to the delayed receipt of commercial communications charges.

	Variance	
Information technology	$286.9	2.3%

67. The reduced requirements were attributable to the postponement of implementation of the rations system project owing to the suspension by the Procurement Division of the vendor that had provided the strongest bid.

III. Actions to be taken by the General Assembly

68. **The actions to be taken by the General Assembly are as follows:**

(a) **To apply the unencumbered balance of $1,959,200 in respect of the period from 1 July 2008 to 30 June 2009 to the support account requirements for the period from 1 July 2010 to 30 June 2011;**

(b) **To apply the remaining unencumbered balance of $7,094,800, comprising interest income ($2,383,000), other miscellaneous income ($1,379,400) and cancellations of prior-period obligations ($3,332,400) in respect of the period from 1 July 2008 to 30 June 2009 to the support account requirements for the period from 1 July 2010 to 30 June 2011.**